	١		F==	Tm'
L Number	Hits	Search Text	DB	Time stamp
1	9	US-6044355-\$.DID. OR US-5325292-\$.DID. OR	USPAT	2004/09/22 13:03
		US-4510351-\$.DID. OR US-5185780-\$.DID. OR		
		US-5289368-\$.DID. OR US-5369570-\$.DID. OR		
		US-5195172-\$.DID. OR US-5477447-\$.DID. OR		
2	2	US-5481667-\$.DID. US-6021428-\$.DID. OR US-6081592-\$.DID.	USPAT	2004/09/22 13:03
3			USPAT	2004/09/22 13:03
4	3935		USPAT	2004/09/22 13:03
4	3933	718/102,104,105,103.ccls.	551111	2001,03,22 13:03
5	0	(709/225,226,229.ccls. or	USPAT	2004/09/22 13:03
-		718/102,104,105,103.ccls.) and (schedul\$ and		
		agent and call and (email or e-mail or		
		(electronic adj mail))).ab.		į
6	1	l	USPAT	2004/09/22 13:03
		718/102,104,105,103.ccls.) and (queue\$ and	,	
		agent and call and (email or e-mail or		· .
		(electronic adj mail))).ab.		
7	5	(skill and agent and call and (email or	USPAT	2004/09/22 13:03
		e-mail or (electronic adj mail))).ab.		1
8	12		USPAT	2004/09/22 13:03
		_US-4510351=\$.DID. OR US-5185780-\$.DID. OR		
		US-5289368-\$.DID. OR US-5369570-\$.DID. OR		
		US-5195172-\$.DID. OR US-5477447-\$.DID. OR		
		US-5481667-\$.DID.) or (US-6021428-\$.DID. OR		
	_	US-6081592-\$.DID.) or US-5659768-\$.DID.	HODAM	2004/00/22 12 02
9	3	` ` ` · · · · · · · · · · · · · · · ·	USPAT	2004/09/22 13:03
		e-mail or (electronic adj mail))).ab.) not		
		((709/225,226,229.ccls. or 718/102,104,105,103.ccls.) and (skill and	Í	
	,	agent and call and (email or e-mail or	:	- '
		(electronic adj mail))).ab.)) not		
		((US-6044355-\$.DID. OR US-5325292-\$.DID. OR		
		US-4510351-\$.DID. OR US-5185780-\$.DID. OR		
		US-5289368-\$.DID. OR US-5369570-\$.DID. OR		
		US-5195172-\$.DID. OR US-5477447-\$.DID. OR		
		US-5481667-\$.DID.) or (US-6021428-\$.DID. OR		
		US-6081592-\$.DID.) or US-5659768-\$.DID.)		
10	1	(schedul\$ and agent and call and (email or	USPAT	2004/09/22 13:04
		e-mail or (electronic adj mail))).ab.		
11	1		USPAT	2004/09/22 13:04
		718/102,104,105,103.ccls.) and (queue and		
		agent and call and (email or e-mail or		
		(electronic adj mail))).ab.	***************************************	2004/00/20 12 04
12	2		USPAT	2004/09/22 13:04
		718/102,104,105,103.ccls.) and (skill and		
		agent and call and (email or e-mail or (electronic adj mail))).ab.		
13	157		USPAT	2004/09/22 13:04
13	15/	718/102,104,105,103.ccls.) and (skill and	JULAI	2003/05/22 13.04
		agent and call and (email or e-mail or		
		(electronic adj mail))).ab.)		
14	3	1 1	USPAT	2004/09/22 13:04
		e-mail or (electronic adj mail))).ab.) not		. , ==::-
		((709/225,226,229.ccls. or		
		718/102,104,105,103.ccls.) and (skill and		
		agent and call and (email or e-mail or		
		(electronic adj mail))).ab.)		
15	1	1 '	USPAT	2004/09/22 13:04
		e-mail or (electronic adj mail))).ab.		
16	12	1	USPAT	2004/09/22 13:04
		US-4510351-\$.DID. OR US-5185780-\$.DID. OR		
		US-5289368-\$.DID. OR US-5369570-\$.DID. OR		
		US-5195172-\$.DID. OR US-5477447-\$.DID. OR		
		US-5481667-\$.DID.) or (US-6021428-\$.DID. OR		
		US-6081592-\$.DID.) or US-5659768-\$.DID.) not		
1		(((skill and agent and call and (email or		
		e-mail or (electronic adj mail))).ab.) not		
		((709/225,226,229.ccls. or 718/102,104,105,103.ccls.) and (skill and		
		agent and call and (email or e-mail or		
		(electronic adj mail))).ab.))		
	1	(02000201120 aa) 111121///.ab.//	L	l

17	16	(US-6044355-\$.DID. OR US-5325292-\$.DID. OR	USPAT	2004/09/22 13:17
		US-4510351-\$.DID. OR US-5185780-\$.DID. OR		
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		US-5481667-\$.DID.) or (US-6021428-\$.DID. OR		
		US-6081592-\$.DID.) or US-5659768-\$.DID. or		
		((skill and agent and call and (email or		
		e-mail or (electronic adj mail))).ab.) or		
		((((skill and agent and call and (email or		
		e-mail or (electronic adj mail))).ab.) not		
		((709/225,226,229.ccls. or		
		718/102,104,105,103.ccls.) and (skill and		
		agent and call and (email or e-mail or	1	
		(electronic adj mail))).ab.)) not		
		((US-6044355-\$.DID. OR US-5325292-\$.DID. OR		
		US-4510351-\$.DID. OR US-5185780-\$.DID. OR		
	1	US-5289368-\$.DID. OR US-5369570-\$.DID. OR		
		US-5195172-\$.DID. OR US-5477447-\$.DID. OR		
		US-5481667-\$.DID.) or (US-6021428-\$.DID. OR		
		US-6081592-\$.DID.) or US-5659768-\$.DID.)) or	,	
		(((skill and agent and call and (email or		
		e-mail or (electronic adj mail))).ab.) not		
		((709/225,226,229.ccls. or		
		718/102,104,105,103.ccls.) and (skill and		,
		agent and call and (email or e-mail or		
1.0		(electronic adj mail))).ab.))	HODAE	2004/09/22 13:19
18	0	(709/225,226,229.ccls. or	USPAT	2004/09/22 13:19
		718/102,104,105,103.ccls.) and (queu\$ and		
		agent and call and schedul\$).ab.	110000	0004/00/00 10 10
19	0	(709/225,226,229.ccls. or	USPAT	2004/09/22 13:19
		718/102,104,105,103.ccls.) and (queu\$ and		
	1	agent and call and schedul\$).ab.		
20	0	(queu\$ and agent and call and schedul\$).ab.	USPAT	2004/09/22 13:19
21	20	(agent and call and schedul\$).ab.	USPAT	2004/09/22 13:19
22	19	((agent and call and schedul\$).ab.) not	USPAT	2004/09/22 13:19
		((US-6044355-\$.DID. OR US-5325292-\$.DID. OR		•
		US-4510351-\$.DID. OR US-5185780-\$.DID. OR		
		US-5289368-\$.DID. OR US-5369570-\$.DID. OR		
		US-5195172-\$.DID. OR US-5477447-\$.DID. OR		
		US-5481667-\$.DID.) or (US-6021428-\$.DID. OR		
		US-6081592-\$.DID.) or US-5659768-\$.DID. or	}	
	1	((skill and agent and call and (email or		
		e-mail or (electronic adj mail))).ab.) or		
	•	((((skill and agent and call and (email or	Į,	
		e-mail or (electronic adj mail))).ab.) not	`	
		((709/225,226,229.ccls. or		
		718/102,104,105,103.ccls.) and (skill and		
		agent and call and (email or e-mail or		
		(electronic adj mail))).ab.)) not		
	.	((US-6044355-\$.DID. OR US-5325292-\$.DID. OR		
		US-4510351-\$.DID. OR US-5185780-\$.DID. OR		
		US-5289368-\$.DID. OR US-5369570-\$.DID. OR		
		US-5195172-\$.DID. OR US-5477447-\$.DID. OR		
		US-5481667-\$.DID.) or (US-6021428-\$.DID. OR		
		US-6081592-\$.DID.) or US-5659768-\$.DID.)) or		
1		(((skill and agent and call and (email or		
		e-mail or (electronic adj mail))).ab.) not		
		((709/225,226,229.ccls. or		
		718/102,104,105,103.ccls.) and (skill and		
		agent and call and (email or e-mail or		
		(electronic adj mail))).ab.)))		
L	- I	(0200201120 da) marr///.db.///	1	I

23	11	(((agent and call and schedul\$).ab.) not	USPAT	2004/09/22 13:46
		((US-6044355-\$.DID. OR US-5325292-\$.DID. OR		
	,	US-4510351-\$.DID. OR US-5185780-\$.DID. OR		
		US-5289368-\$.DID. OR US-5369570-\$.DID. OR		
		US-5195172-\$.DID. OR US-5477447-\$.DID. OR		
		US-5481667-\$.DID.) or (US-6021428-\$.DID. OR		
		US-6081592-\$.DID.) or US-5659768-\$.DID. or		
		((skill and agent and call and (email or		
		e-mail or (electronic adj mail))).ab.) or		
		((((skill and agent and call and (email or	-	
		e-mail or (electronic adj mail))).ab.) not		
		((709/225,226,229.ccls. or	Ĺ]
		718/102,104,105,103.ccls.) and (skill and		
		agent and call and (email or e-mail or		
		(electronic adj mail))).ab.)) not		·
,		((US-6044355-\$.DID. OR US-5325292-\$.DID. OR		
•		US-4510351-\$.DID. OR US-5185780-\$.DID. OR		·
		US-5289368-\$.DID. OR US-5369570-\$.DID. OR		
		US-5195172-\$.DID. OR US-5477447-\$.DID. OR		
		US-5481667-\$.DID.) or (US-6021428-\$.DID. OR		
		US-6081592-\$.DID.) or US-5659768-\$.DID.)) or		
		-(((skill-and-agent-and-call and (email-or		
		e-mail or (electronic adj mail))).ab.) not		
		((709/225,226,229.ccls. or		
		718/102,104,105,103.ccls.) and (skill and		·
		agent and call and (email or e-mail or		
		(electronic adj mail))).ab.)))) and (email		
•	. *	or e-mail or (electronic adj mail))		
24	0	(agent and ((immediate adj queue) or	USPAT	2004/09/22 13:47
	-	(deffered adj queue))).ab.		
25	0	(agent and ((immediate adj queue) or	USPAT	2004/09/22 13:47
		(deferred adj queue))).ab.		
26	184		USPAT	2004/09/22 13:48
27	1	((agent and (deferred or immediate)).ab.)	USPAT	2004/09/22 13:49
		and (schedul\$).ab.	1	1